



# Naomi Johnson

Wholesale buying coordinator, Coach

London, UK

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## About

I am a detail-orientated, creative problem solver, with an operational background in luxury retail. I graduated in 2019 with a BA in Fine Art from Newcastle University with a focus on sculpture.

### BRANDS WORKED WITH

- Coach
- Fortnum & Mason
- Meet in Place - On Demand Meeting Spaces
- Stuart Haygarth
- The Store X

## Experience



### ● Wholesale Buying Coordinator

Coach | Mar 2022 - Now

- Ownership of product data for Europe and EMEA Wholesale, and Europe Wholesale ATS
- Managing Pre Market product data and linesheet uploads for both Retail and Outlet channels
- Managing in market Product data updates
- Assisting the Coach Europe retail buying team with internal business communications, pricing and promotions and visual merchandising guides
- Running weekly trade reporting
- Trading licensed categories in retail and outlet
  - Women's watches
  - Women's eyewear
  - Men's watches
  - Men's eyewear
  - Fragrance

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### ● Merchandising Assistant

Fortnum & Mason | Sep 2021 - Mar 2022

- Ownership of the department delivery schedule, tracking and managing the intake of stock into the business
- Allocation of stock into Flagship and 3 travel stores in London
- Administrative support to merchandiser and senior merchandiser
- Running and distributing reports essential to the wider merchandising department - End to end purchase order management
- Maintaining good relationships with suppliers and instore management teams

### ● Experience Manager

Meet in Place - On Demand Meeting Spaces | May 2021 - Aug 2021

- Hands on client facing role, building and maintaining professional relationships and generating repeat business
- Inputting/updating all client and company data into the CRM. Generating tickets for every client interaction to ensure all staff have access to the status of every booking
- Processing all bookings for Soho Square Including taking payments via phone, booking it via CRM, and generating client invoices and VAT receipts
- Liaising with clients via email and in person to ensure all reasonable needs have been met prior to their booking. Tasks such as arranging catering, out of hours access, and Covid compliance tasks
- Point of contact for all Soho Square suppliers as well as housekeeping and site maintenance

- Providing luxury service from start to finish for every client, including swift and effective problem solving for any issues that arise during bookings
- Regularly Interacting with high value clients, including C-suite clients and blue chip companies

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- **Sales Associate, Luxury Confectionary**

Fortnum & Mason | Feb 2020 - May 2021

- Customer facing sales role utilizing excellent interpersonal skills to effectively generate high levels of sales
- Applying a high level of personal organization to complete daily quality checking of merchandise and due diligence tasks to ensure adherence to food safety standards

Monitoring stock levels across the loose confectionary counters, requisitioning stock from the warehouse and processing wastage.

Building in-depth knowledge of the confectionary range, including seasonal launches.

Working towards daily and weekly sales targets, including increasing ATV and conversion rates, to boost KPIs

Advising and putting together bespoke chocolate boxes for customers from a loose counter of over 150 product lines.

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- **Studio Assistant**

Stuart Haygarth | Dec 2019 - Feb 2020

- Worked on the restoration and repair of delicate high value 'optical chandelier' sculpture. Removing, cleaning and replacing the fittings, and rethreading over 1000 individual lenses

- Wrapped and packed each thread of lenses and used extreme diligence numbering each piece to ensure delivery in pristine condition and efficient reinstallation.

- Assisted with reinstallation at Bradfield Hall, Reading, including working at height

- **Gallery Invigilator and Events Staff**

The Store X | Sep 2019 - Dec 2019

## Education & Training

2015 - 2019 ● **Newcastle University**

Bachelor of Arts,

2014 - 2015 ● **Loughborough University**

Foundation degree,